

Q&A #1 Event ID: 40119, RFO – 10853473

1. Is the required 12-month warranty intended to be similar in scope to a standard manufacturer's warranty, covering defects in materials or workmanship, component failures, and malfunctions occurring during normal use? For example, would the required coverage include failures involving buttons, controls, internal hardware, storage media, and Contractor-performed modifications?
 - A. The 12-month warranty period is to cover the devices for any issues that arise in regard to the modifications or video game downloads performed by the contractor. The warranty is intended to be similar in scope to the manufacturer's warranty which will be voided due to the required modifications listed in the RFO documentation.
2. Is the Contractor also expected to provide coverage beyond a standard manufacturer's warranty for accidental or physical damage? For example, would the Contractor be responsible for damage resulting from drops, impacts, misuse, intentional damage, or circumstances in which a console is physically broken or otherwise damaged during use?
 - A. The Contractor will only be responsible for any repairs or replacements that would typically be covered by a manufacturer's warranty in relation to the modifications/downloads as required by this RFO. The Contractor will not be responsible for any damage from drops, impacts, misuse, intentional damage, etc. after the consoles have been fully received by the institution and verified as meeting the requirements listed in the RFO documentation.
3. If accidental or physical damage is included within the required warranty coverage, would the Contractor be responsible for repairing or fully replacing the damaged console at no additional cost to the State during the 12-month warranty period?
 - A. Accidental or physical damage is not to be covered in the warranty after institutions have fully received and verified the items to meet requirements of this RFO. The Contractor will only be responsible for repairs/replacements that would typically be covered by the manufacturer's warranty or in relation to the modifications/downloads performed by the Contractor.

4. Additionally, does CCHCS have a preference or requirement regarding whether a defective or damaged console should be repaired, replaced with an equivalent unit, or either repaired or replaced depending on the nature and extent of the damage?
 - A. Any decision to either repair or replace any consoles will be made as needed based on the type and severity of the issue present with staff at the receiving institution.
5. The Scope of Work requires the Contractor to provide a loaner unit during repair or maintenance periods. Please clarify the quantity, configuration, and availability requirements for these loaner units.
 - A. One (1) loaner devices shall be available per ten (10) consoles as needed. Contractor shall provide a loaner during repair or maintenance periods expected to last longer than two (2) weeks
 - Loaner devices shall include the same security modifications listed in the Scope of Service
 - Loaner devices shall be of a similar Nintendo device; does not need to match original device type
 - Loaner devices do not need to include a MicroSD card
 - Loaner devices shall include a minimum of three (3) games listed as free from the Nintendo eShop with an ESRB rating of E to E10+ that can be loaded onto the internal system storage

See updated Rev01 Exhibit A SOW Section 7 - Warranty

6. If more than one of the three contracted consoles requires repair or maintenance at the same time, must the Contractor provide a separate loaner console for each console that is out of service? For example, if all three consoles are simultaneously unavailable, would the Contractor be required to provide three loaner consoles, or is the Contractor only required to maintain and provide one loaner console at a time?

- A. One (1) loaner devices shall be available per ten (10) consoles as needed.
 - One (1) device shall be available as needed for this RFO 10853473

See updated Rev01 Exhibit A SOW Section 7 - Warranty

7. Must each loaner console meet the same modification and security requirements specified for the original consoles, including the required disabling or modification of wireless/network functionality and other specified hardware modifications?

- A. Yes, security requirements are to be the same, however loaner consoles do not require the same games to be downloaded or MicroSD card installed.

See updated Rev01 Exhibit A SOW Section 7 - Warranty

8. Must each loaner console also contain the same required games, software, storage capacity, a separate Nintendo account, and other settings/configurations as the console it temporarily replaces?

- A. Loaner devices shall include a minimum of three (3) games listed as free from the Nintendo eShop with an ESRB rating of E to E10+ that can be loaded onto the internal system storage
 - Nintendo account information for the loaner consoles will not need to be provided to CCHCS as long as the games loaded on to the console(s) are playable without any login requirements

See updated Rev01 Exhibit A SOW Section 7 - Warranty

9. Is there a required timeframe within which the Contractor must provide a loaner console after CCHCS reports that an original console requires repair or maintenance?

A. Contractor shall provide a loaner during repair or maintenance periods expected to last longer than two (2) weeks.

If loaner console(s) are determined to be needed to complete any updates and/or repairs to CCHCS owned console(s) by the Contractor, timeframes will be established between the Contractor and institution staff at that time.

See updated Rev01 Exhibit A SOW Section 7 - Warranty

10. Does CCHCS require specific information to be used when establishing each Nintendo account, such as a CCHCS-provided name, date of birth, username, or other account/profile information?

A. The Contractor shall create any necessary/required email accounts and Nintendo accounts and provide these accounts (username, password, etc.) to CCHCS upon delivery. Any information needed to create the accounts should be generic and non-descript.

11. Will CCHCS provide the email address or other account information that the Contractor should use to establish each Nintendo account, or is the Contractor expected to create/provide the email address and associated account information? If the Contractor is expected to establish this information, please clarify what account credentials and recovery information CCHCS would like provided upon delivery, such as the associated email address, username, password, and account-recovery information.

A. CCHCS will not create any email accounts for these items.

All necessary login usernames, passwords, and recovery information shall be created by the Contractor and provided to CCHCS staff at the delivery location upon the delivery of the items.

12. Does CCHCS have a required naming convention or other identifying information that should be used to distinguish each Nintendo account and associate it with its respective console?

- A. CCHCS does not have a required naming convention for these consoles. The serial number for each console may be used to identify what username/password/emails are for each console.

13. Following delivery and acceptance, will CCHCS be responsible for managing the Nintendo accounts and credentials, or is the Contractor expected to provide ongoing Nintendo account administration during the 12-month warranty/support period?

- A. Following delivery and acceptance, CCHCS will be responsible for associated accounts and credentials.

14. The item number referenced for the yellow Nintendo Switch Lite, Item 113306, appears to correspond to a Nintendo-refurbished console:

- A. Are refurbished consoles acceptable, or must all three consoles be new?

- All items must be new/unused.
The item numbers listed in the RFO documents are only provided as a reference.
Item Reference Numbers for Line #1 of the Exhibit C Rate Sheet have been updated.

See updated Exhibit C Rate Sheet Rev01 10853473

- B. If new yellow Nintendo Switch Lite consoles are offered instead, may they be submitted as substitute or alternate items with the applicable updated item number?

- Substitute items are allowed for submission. If offering substitute items, please provide relevant make, model, item numbers, and descriptions.

15. For the required loaner during repair or maintenance, must the loaner have the same hardware modifications and all 12 digital games installed as the delivered consoles?

- A. One (1) loaner devices shall be available per ten (10) consoles as needed. Contractor shall provide a loaner during repair or maintenance periods expected to last longer than two (2) weeks
- Loaner devices shall include the same security modifications listed in the Scope of Service
 - Loaner devices shall be of a similar Nintendo device; does not need to match original device type
 - Loaner devices do not need to include a MicroSD card
 - Loaner devices shall include a minimum of three (3) games listed as free from the Nintendo eShop with an ESRB rating of E to E10+ that can be loaded onto the internal system storage

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16. Does CCHCS have a specific technical standard or approved method for the required rerouting of signals on the Wi-Fi Network Interface Card/Integrated Circuit beyond the requirements stated in Section 5?

- A. CCHCS does not have a specific standard or method for rerouting the signals on the Wi-Fi Network Interface Card/Integrated Circuit. The method used is at the Contractor's discretion. The Contractor is responsible for verifying the integrity and functionality of the consoles and that the required modifications of this RFO are met prior to delivery of the items.

17. Is any documentation, testing report, certification, or other proof required to verify that the required hardware modifications have been completed?

- A. No. By submitting an offer, Contractors are agreeing to the terms and specifications listed in the RFO documentation, including the modifications. It is the responsibility of the awarded Contractor to verify that all requirements listed in the RFO documentation have been met. Upon delivery of the items, institution staff will verify that the required modifications and specifications have been met.

18. Is there a required delivery/completion timeframe following contract award?

- A. The typical expected delivery date for requests is 30 days After Receipt of Order (ARO). Additional time may be allotted with approval from the receiving institution's staff.

See updated Rev01 Exhibit A SOW Section 3 – Delivery Timeline